

# USER MANUAL



NOTE: For Spanish users, please go to "Settings", then go to "Installation Guide" to change from English to Spanish Language OSD.

### IVIEW Multimedia Converter Box

Thank you for your purchase of IVIEW-3500STBII. To ensure that this product work in the highest performance, please read the USER MANUAL carefully before operation.



Gracias por adquirir productos iview, para más información o para adquirir nuevos productos, visítenos en **[WWW.IVIEWUS.COM](http://WWW.IVIEWUS.COM)** o llame al: **(909) 627-9888**.



iVIEW-1030TPC  
(10" Tablet PC)



iVIEW-999TPC  
(9.7" Tablet PC with Quad Core)



iVIEW-975TPCII  
(9.7" Tablet PC with Dual Core)



iVIEW-920TPC  
(9" Tablet PC with Dual Core)



iVIEW-900TPCII  
(9" Tablet PC)



iVIEW-785TPC  
(7.85" Tablet PC with Quad Core)



iVIEW-797TPC (Color)  
(7" Tablet PC with Phone)



iVIEW-788TPC (Color)  
(7" Tablet PC with Quad Core)



iVIEW-778TPC  
(7" Tablet PC with Dual Core)



iVIEW-777TPCII  
(7" Tablet PC with Dual Core)



iVIEW-776TPC  
(7" Tablet PC with Dual Core)



iVIEW-650TPC  
(6.5" Tablet PC with Phone)



iVIEW-600TPC  
(6" Tablet PC with Phone)



iVIEW-420TPC  
(4.3" Tablet PC)



Mira Dongle  
(Miracast / WIFI Display on TV)



iVIEW-3500STBII  
(Converter Box)

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### FCC NOTICE

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rule. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. This is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off or on, the user is encouraged to try to correct the interference by one or more of the follow measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and receiver
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected
- Consult the dealer or an experienced radio/TV technician for help

### IMPORTANT SAFETY INSTRUCTIONS



To reduce the risk of electric shock.  
Do not remove cover.  
No user-serviceable parts inside. Refer servicing to qualified service personnel.



This symbol indicates "dangerous voltage" inside the product that presents a risk of electric shock or personal injury.



This symbol indicates important instructions accompanying the product.

1. Read, follow and keep these instructions.
2. Do not use this apparatus near water.
3. Clean only with a damp cloth. Please unplug power prior to cleaning.
4. Do not block any of the ventilation openings. Install in accordance with the manufacturer's instructions.
5. Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
6. Protect the power cord from being walked on or pinched particularly at the plug, receptacles, and the point where they exit from the apparatus.
7. Only use attachments/accessories included within this package.
8. Unplug this apparatus during lightning storms or when unused for long periods of time.
9. Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way; such as when the power supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.

**WARNING:** The batteries shall not be exposed to excessive heat such as sunshine, fire or the like.  
**WARNING:** The wall socket plug is used as disconnect device, the disconnect device shall remain readily operable.

**WARNING:** To reduce the risk of fire or electric shock, do not expose this apparatus to rain or moisture.

# PRECAUTIONS

Please read these precautions before operating this unit.

### 1. Power cord protection

To avoid any malfunctions of the unit, and to protect against electric shock, fire or personal injury, please observe the following.

- Hold the plug firmly when connecting or disconnecting the AC power cord.
- Keep the AC power cord away from heating appliances.
- Never put any heavy object on the AC power cord.
- Do not attempt to repair the AC power cord in any way.
- Never make or change connections with the power switched on.

### 2. Placement

Avoid placing the unit in areas of:

- Direct sunlight or heating radiators
- High temperature (over 35°C) or high humidity (over 90%)
- Dust as the internal parts may be seriously damaged.

### 3. Non-use periods

When the unit is not being used, turn it off. When left unused for a long period of time, the unit should be unplugged from the power source.

### 4. No fingers or other objects inside

- Touching internal parts of this unit is dangerous, and may cause serious damage to the unit. Do not attempt to disassemble the unit.
- Do not put any foreign object in this unit.

### 5. Keep away from water

- Keep the unit away from flower vases, tubs, sinks, etc. if liquids are spilled into the unit, serious damage could occur.

### INTRODUCTION

This user manual is intended to guide you through the operation for the ATSC High Definition Digital Terrestrial Receiver.

**A password will be required when modifying advanced options in the Menu. The default password is "000000".**

### MAIN FUNCTIONS AND FEATURES

This product is a high performance HDTV Terrestrial receiver. It fully complies with ATSC receiver requirement specifications. It provides users with all digital terrestrial TV and radio signals being broadcast in Standard Definition and High Definition.

- Converts digital broadcast to your analog TV
- EPG(Electronic Program Guide) and program information
- Favorite Channel List
- Parental control function
- Auto tuning(finds all digital broadcasts)
- Signal Quality Indicator
- Closed Captioning
- Advanced Video/Audio parameters adjustment
- Universal remote control
- Analog passthrough Channel 3/4
- Cable/QAM capability
- Recording function, playback for movies, pictures, and music
- Video Decoder: MPEG-2 MP at HL, MPEG-4 SP, ASP,H.264 HP at L4.1, DivX 3.11, 4.X, 6.X, FLV format and VC-1, MKV
- Video Resolution: 1080p, 1080i, 720p, 576p
- Built in HDMI Output

## REMOTE CONTROL



- < POWER > Press this key to turn 3500STBII ON and OFF.
- < Mute > Enable/disable mute. When STB is in mute state, pressing <Vol+/-> keys would result in mute disabled.
- < 0-9 > Press to enter a channel number or parental control password.
- < Info > Press ONCE to show the channel you are on, the time slot and the next program that follows and the time slot. It will also show Quality of Reception Adjustment.  
Press TWICE and it will show the Bandwidth and the Frequency.
- < EPG > Electronic Program Guide. Press this button to view the program guide.
- < SCHD > Lists down the channel/station and the time of the program recordings.
- < ASPECT > Selection of TV Aspect Ratio (4:3 or 16:9)
- < AUDIO > Press this button to adjust audio frequency in English or Spanish
- < Vol+ > Turns the Volume up
- < Vol- > Turns the Volume down
- < GOTO > It takes you to a specific time in the segment of the recorded program.
- < REPEAT > This button Repeats the current option
- < CC > Subtitle
- < Menu > Enter the Main Menu
- < EXIT > Exit the current setting
- < TV/Radio > Switch button from TV to Radio
- < FAV > Same as <Fav Up>, taking effect in service mode. Note: When favorite group is not set, <Fav Up>, <Fav Down> and <Fav> key pressing will only display "Fav off" on screen.
- < REC > Start to record current TV/Radio channel, taking effect in service mode with storage device being plug-in.
- < RETURN > This button is to return to previous function.
- < ▲CH > Channel up
- < ▼CH > Channel down
- < ◀◀ > Play fast backward with x2, x4, x8, x16 and x32 times of speed, taking effect in PVR playback.
- < ▶▶ > Play fast forward with x2, x4, x8, x16 and x32 times of speed, taking effect in PVR playback.
- < USB > To play USB device
- < ◀◀ > Page up. Same as <Page Up>.
- < ▶▶ > Switch focus item up/down, taking effect in menu mode.
- < ▶▶ > Pause / Resume current play from pause, taking effect in service mode.
- < HDMI > Press this button to switch your converter source to HDMI.
- < TV/Radio > Press this button to switch from TV stations to Radio stations
- < PVR > Press this button to enter your PVR recordings.

### Instructions for programming the LEARNING BUTTONS (Blue Buttons)

1. Press "SETUP" for 3 seconds until red light turns on.
2. Press "POWER" in TV area within 10 seconds of pressing "Set Up" and wait until the red light flashes.
3. Press "POWER" on TV remote for 3 seconds and point LED sensor directly with 3500STBII remote within 3cm distance of each other until the red light flashes 3 times and remains red.
4. Repeat step 2 & 3 to program the option buttons, press "SETUP" to quit. Hotline: (001) 909 627 9888

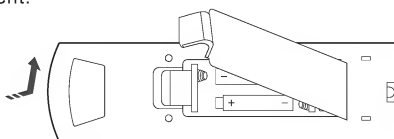


- Power- Press this button to turn on/off your television
- Vol+ - Volume up on your television
- Vol - - Volume down on your television
- Setup- Press this button to enter the setup menu on your television.
- TV/AV- Press this button to switch between TV/AV sources on your television.
- Option #1- Press this button to operate the first command you programmed
- Option #2- Press this button to operate the second command you programmed

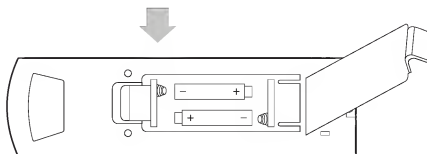
## Battery Installation

Insert the batteries making sure that (+) and the (-) on the battery, align with the (+) and (-) on the battery compartment.

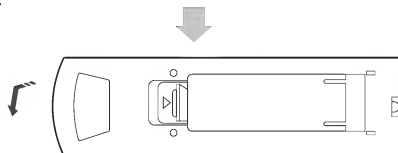
1.Remove the battery compartment cover in the back following the arrow key direction..



2.Insert 2 1.5V AAA batteries, making sure that (+) and the (-) on the battery, align with the (+) and (-) on the battery compartment.



3.Replace the Battery Compartment Cover



### About the batteries

- If the remote control unit fails to work even if used within short distance from the receiver, please replace the batteries.
- Use Size UM-4 (AAA) batteries

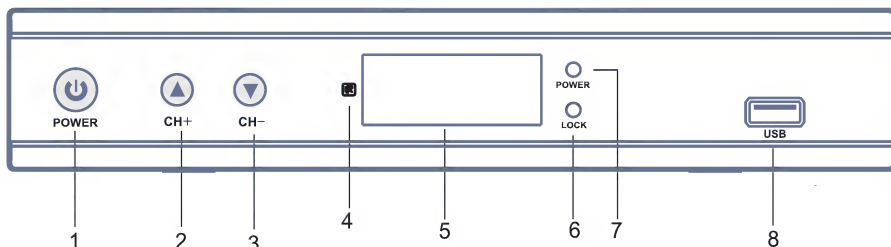
### Notes:

- Do not use rechargeable (Ni-Cd) batteries.
- Do not attempt to recharge, short circuit, disassemble or throw the batteries into the fire.
- Do not drop, step on or cause any impact to the remote control unit. This may damage it, resulting in malfunction.
- Do not mix old and new batteries.
- If the remote control unit is not going to be used for a long time, remove the batteries.

### Caution

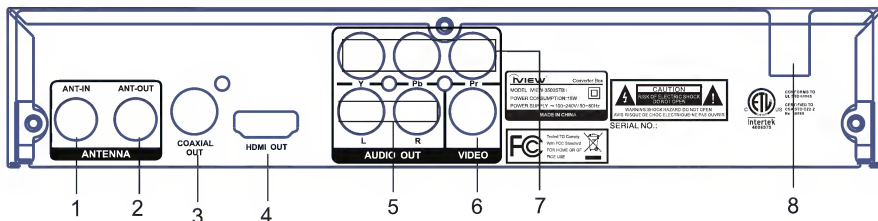
Keep batteries out of children's reach. If batteries are swallowed, contact a physician immediately.

## FRONT PANEL



1. Power on/off button
2. Change channel up button
3. Change channel down button
4. Remote control signal sensor
5. LED display
6. Lock lights
7. Power lights
8. USB jack

## REAR PANEL



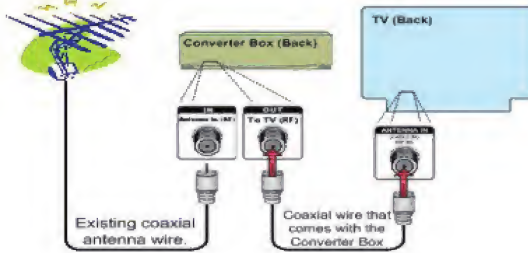
1. Digital Terrestrial TV Broadcast signal input
2. Digital Terrestrial TV Broadcast signal output
3. Digital audio output
4. Digital HDTV video output with HDCP, HDMI version 1.3
5. Analog audio output
6. Composite Video output
7. High definition component video output
8. Power cable to 100-240V ~ power source

## INSTALLATION

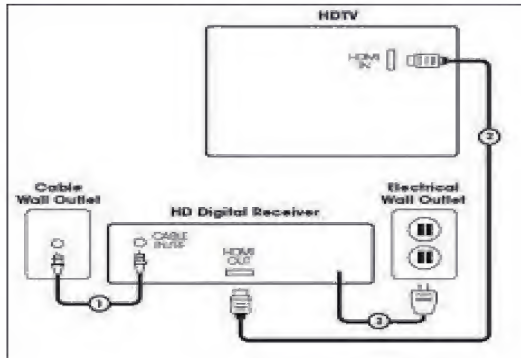
### CONNECTING THE RECEIVER

Before you connect 3500STBII to your TV, please make sure that the box is laid on a flat and stable surface. Please refer to the diagram below and refer on your TV Manual for cable installation instructions.

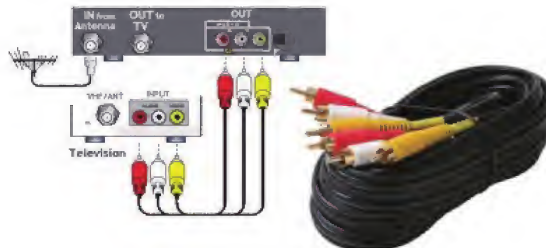
**Fig. 1** Using Coaxial cable default output Channel 3



**Fig. 2** Using HDMI default output video source HDMI



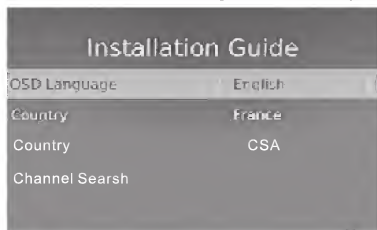
**Fig. 3** Using RCA component cable default output mode Video, AV, or INPUT.



## User Manual

### INSTALLATION GUIDE

If this is the first time that you will use 3500STBII, or you have restored the unit to the Factory Default, the screen below will appear on your TV screen. Follow the instructions on the Installation Guide to select preferences on Language, Country and start Channel Search.



- (1) [OSD Language] Press RIGHT/LEFT key to select a language.
- (2) [Country] Press RIGHT/LEFT key to select your country of residence.
- (3) [Channel Search] Press RIGHT or OK key to begin Automatic channel search.



If no channel can be found during the channel search process, please check your antenna connections making sure that antenna are in proper working order. After the scanning process is completed, the receiver will automatically save the scanned channels and display the first channel from the list.

## MENU

### MAIN MENU

Most functions are available in main menu. Follow the operation help information on the bottom of the menu to modify the preference options. A password will be required when modifying advanced options in the Menu. The default password is "000000".



Press the MENU key on the remote control; you can access the Main MENU. There are 7 items for set up. Use the LEFT and RIGHT keys to navigate through the menu. Select the desired option and press the OK key or the RIGHT key to adjust the settings. Press the EXIT key to exit the main menu.

## **a. Program Settings:**

You can edit programs, check TV Program Guide, sort channels and set LCN from the Program Settings.

1) To edit your program preferences (to lock, skip, favourite, rename, move or delete a program), you need to enter a password. Enter the default password "000000". The master unlock password is "888888".

2) The EPG is an on-screen TV guide that shows scheduled programs seven days in advance for every tuned channel. Press the EPG key on the Remote Control to access the Electronic Program Guide.

3) Sort

NOTE: It is important to deactivate the LCN function while sorting out the position of the channels. The "Sort" function allows you to sort the channels by different methods:

By LCN: This will sort the channels by ascending order.

By Service name: This will sort the channels in alphabetical order.

By Service ID: This will sort the channels by Service ID.

By ONID: This will sort the channels according to the ONID.

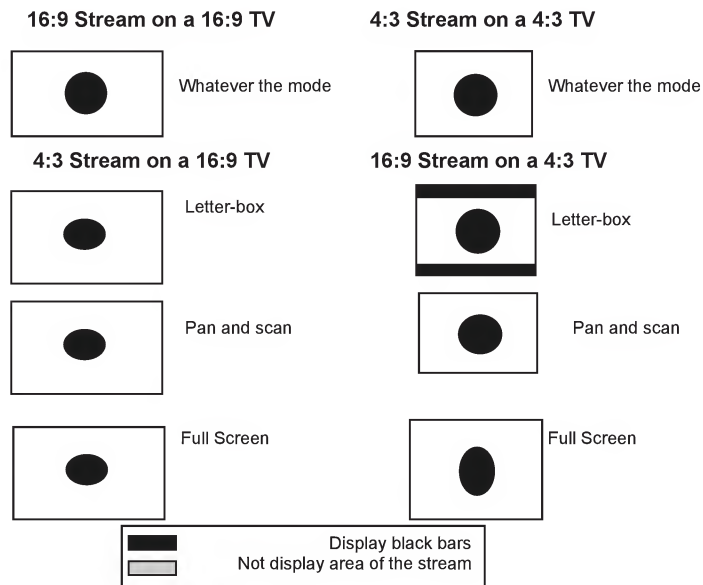
## **b. Picture Settings:**

The Picture option allows you to set the different functions such as:

### **Aspect ratio**

Video Aspect Ratio can be 4:3 (also known as Anamorphic Image) or 16:9 (also known as Widescreen TV).. Press the MENU button and select the Aspect Ratio setup Menu. If you have a Standard Definition TV, select 4:3 Aspect Ratio. If you have a high definition TV, select 16:9 Aspect Ratio. Please refer to the Screenshot of the Aspect Ratio as illustrated below:

Below is an illustration on different mode selections on aspect ratio and the appearance of the video picture images according to the aspect ratio selection.



### Resolution:

You can choose different resolution according to your TV: 480i Coax cable, 720p RCA cable, 1080p or 1080i for HDMI

**TV format:** PAL/NTSC.

### c. Channel Search settings:

- (a) **Auto Search:** This option will automatically search for TV and Radio channels and save them once the scanning is complete. All previously saved channels and settings will be deleted.
- (b) **Manual Search:** This option allows you to scan for new channels without deleting previously saved channels and settings.
- (1) Select "Manual Search" and press the "OK" or "Right" key. The Manual Channel search screen will appear.
  - (2) Press the "Right" or "Left" keys to select the channel frequency.
  - (3) Press the "OK" key to start scanning for new channels.
  - (4) If a new channel is found, it will be saved and stored along with the rest of the channels. If no channels are found, the unit will automatically exit after finishing the scanning process.

### d. Time settings:

It allows you to set:

Time Offset: Select auto or manual for GMT offset adjustments.

Country Region: Select the Country Region when [Time Offset] is set to AUTO.

Time Zone: Select the Time Zone offset when [Time Offset] is set to MANUAL.

Power Down (Sleep): Select the desired time for the Auto-shut off function (from 1 hour to 12 hours or set it to Off).

### e. Option:

The menu contains the following options:

OSD Language: Change the ON Screen Display language.

Subtitle language: Select the subtitle language.

Audio language: If the program has multi-languages. Set your preference here.

### f. System settings:

The menu contains the following options:

- a) **Parental Guidance:** The options for setting up the age preference starts from 4 years old to 18 years old. To access this function, you will be required to enter a code. The default password is "000000". This function can also be deactivated by simply switching to "OFF" setting.
- b) **Set Password:** It allows you to modify the default password, which is "000000".
- c) **Restore Factory Default:** It allows you to restore the unit to its default factory settings. You will be asked to enter your password "000000". Press "OK" key once done.

**Note:** This function will delete all your saved channels and your personal settings.

- d) **Information:** You can check the software version of your unit.

### g. USB Settings:

#### 1) MULTIMEDIA:

While on TV Mode, press the "USB" button to access to the Multimedia menu. The menu contains 4 different icons: Music, Photo, Movie, and PVR.

**MUSIC:** Select "MUSIC" icon, move the cursor to enter the path of the desired audio file. Press the OK button to play the selected audio file.

**PHOTO:** Choose PHOTO icon, and enter the path of the desired photo files. Press OK button to view the desired photo files.

**MOVIE:** Choose MOVIE icon, and move the cursor to choose the path of the desired video files. Press the OK button to play the desired video files.

PVR : Select PVR icon. Select the recorded file you want to play, press OK to begin playback. Press the RETURN key to move up to the up Folder. Press the SCHEDULE key to switch between Preview and Full screen modes. Use the EPG key to delete the file you don't want. Press the ASPECT key to rename the recorded file if desired.

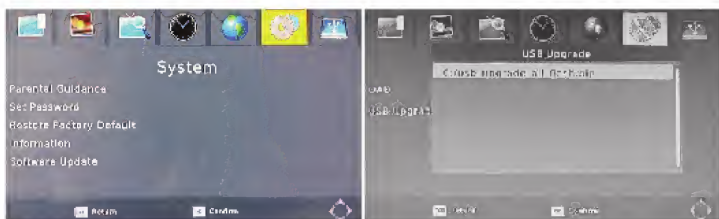
- 2) Photo Configure – Adjust the slide time, slide mode and aspect ratio here
- 3) PVR Configure – Recording Device. View information of your connected USB storage device which includes Format Type, Total and Free Space available on the drive. Select FORMAT to format your USB compatible device in Fat 32 of NTFS format.
- 4) The USB Port is also used to perform Software Update.

### **\*\* COPY THE SOFTWARE UPDATE FILE FROM YOUR PC TO A USB FLASH DRIVE \*\***

1. To upgrade your unit via USB, plug the USB compatible drive to the PC and backup the entire data of the USB drive. Right click the USB drive and select Format item. Format the USB drive as FAT32 file system.

**NOTE:** To perform a software upgrade of the Receiver, please ensure the USB Flash Drive or Portable hard disk is in FAT32 file system format. The USB port for software updates is not compatible with USB Flash drives or Portable Hard Disk Drives in NTFS, FAT16 or U3 PRO File System formats.

2. Press MENU, move right to enter SYSTEM SET UP, move down to enter SOFTWARE UPDATE. Press ENTER and enter USB drive , choose update file name.



**NOTE:** Please do not remove the USB drive from the receiver or power off the receiver during the upgrade process. This may damage the receiver.



## DAILY USE

### INFO. KEY

Press "INFO" key to display the Information banner while viewing TV programs.  
Information banner:



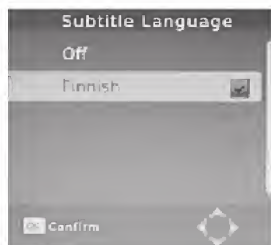
### AUDIO KEY

Some programs may have multilingual audio language and this audio broadcast may be on a different audio mode such as Stereo, Left or Right. All the available audio languages will be displayed on the audio track window when you press the Audio key. The screenshot illustrates this below. If there is no audio output after you have selected the audio language, it indicates that there is no audio on the current audio mode, so you have to select the previous audio mode.



### CC KEY

Certain programs have multilingual subtitle information. All available subtitle languages will be displayed in the subtitle information window when you press the CC key. The screenshot illustrates this below. Follow the help information in the subtitle window to select preferred subtitle.



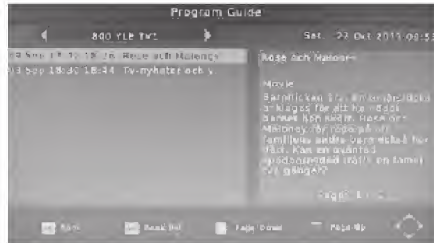
### PREV/NEXT KEY & F.R./F.F. KEY

The PREV/NEXT key and F.R./F.F. key can be used during playback of multimedia programs from your external USB device. Press the PREV/NEXT key to go to the previous/next program and F.R./F.F. key to fast forward or rewind during playback.



## EPG

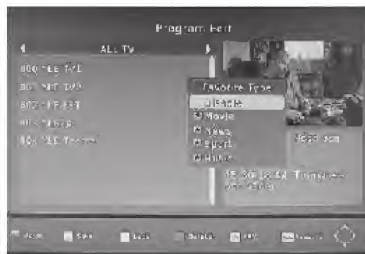
Press EPG Key to display Electronic Program Guide on the screen.  
This displays a 7-day EPG for all programs being broadcasted from all broadcast stations.



## FAVOURITE CHANNEL

### Setting up Favourite TV or Radio Channels:

You can add preferred channels to a Favourite Channel List. Press the Menu key to access the Program Edit Menu. The Favourite channel option allows you to classify the channels by different genre: Movies/News/Sports/Music. Press the "FAV" or "OK" key to confirm your selection. A heart shaped symbol will appear next to that channel which confirms your selection.



### Disable Favourite TV or Radio Channel:

Press the Menu key to access the Program Edit Menu. The list of the favourite channels will be displayed. Highlight the desired channel to be disabled. Press "FAV" button, select the "Disable" option and press the "FAV" or "OK" key to cancel. Press the "Exit" key to exit the menu.

### View Favourite Channel:

While in normal viewing mode, press the "FAV" key to access to your favourite channel menu. Press the LEFT or RIGHT keys on your remote to access to the classified Sub-Menu (Movies/News/Sports/Music). Press the UP or DOWN keys to browse through your favourite channels. Press the "OK" key to select your favourite channel.

### Delete a TV or RADIO Program:

Press the Menu key to access the Program Edit Menu. Select the program you wish to delete and press the " 4 " key on your remote. A warning message will appear on your TV screen. Press the "OK" key to confirm the deletion of the channel. Repeat the above procedure to delete further channels.

### Skip TV or RADIO Channel:

Press the Menu key to access the Program Edit Menu. Select the channel you would like to "Skip" and press the " 2 " key on your remote. A skip symbol will appear. Now the channel is marked as a SKIP. To save your settings and exit the menu, press the "Exit" key.

### Move a TV or RADIO Program:

Press the Menu key to access the Program Edit Menu. Select the desired channel you wish to move and press the " 1 " key on your remote. A "MOVE" symbol will appear on your TV screen. Press the UP or DOWN keys to move the channel to the desired position. Press the "OK" key to confirm your selection. Repeat the above process to move further channels.

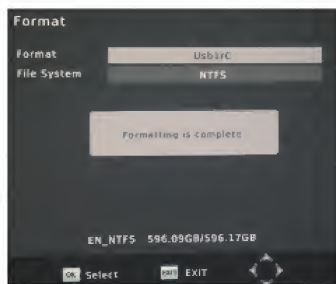
## PVR FUNCTION

The PVR function allows you to record and play your favorite programs recorded. Instant Recording, Electronic Program Guide Timer Recording are all available.

To use various functions, such as the PVR Function, Instant Recording Function, TV Program Guide Timer Recording Function, Timeshift Function, Playback of Recorded Program Function, and Multi-Media Player Function, it is necessary to connect an USB flash drive or an external hard disk to the USB port of the converter. The maximum capacity of HDD supported by 3500STBII is up to a size of 3 Terra Bytes.

Please note that due to the buffer speed requirement some USB flash drives may not be compatible for use with the Timeshift function

NOTE: 3500STBII supports FAT 32 and NTFS file formats



### 1) Instant recording

Press the REC. key to start instant recording of the TV program currently being viewed, the recording symbol would be displayed in the top left of the screen. Press the INFO. key to view information of the instant recording. Press the STOP key to stop the instant recording.



### 2) Electronic Program Guide Timer recording

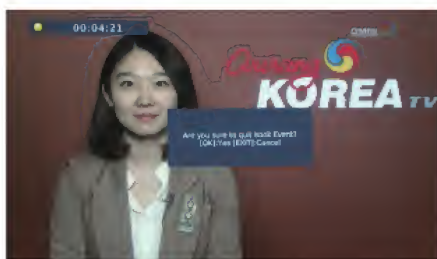
You will never miss any of your favourite programs again with the Electronic Program Guide recording feature.

While in TV mode, press the "EPG" key to access the on screen Electronic Program Guide, select the channel and program you wish to record. Press the "OK" key to select the desired program to be recorded. A Schedule Event window will appear. Select and set the correct parameters to schedule the recording. Set the Mode option to "Record". This program will be automatically recorded at the scheduled time.

You can edit the set timer recording in the Schedule Event Menu by editing the channel number, name, date, start time, and end time. Select the option of Once, Daily, Weekly or Monthly recording as desired.

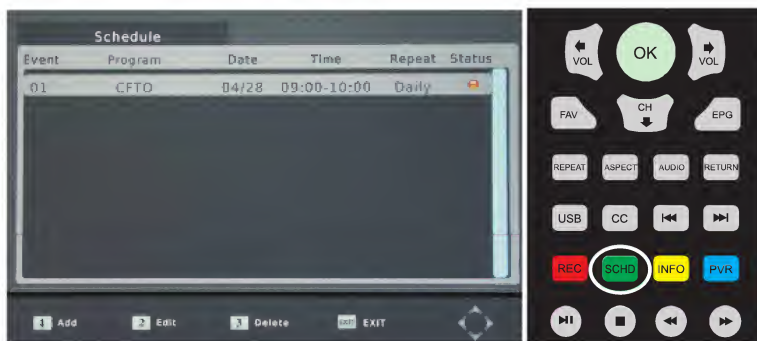
Once the recording schedule setup has been set, you can at any time edit the schedule recording by pressing the " 2 " key or delete the scheduled recording by pressing the " 3 " key on your remote.

After having finished the Schedule Recording setup, press the "EXIT" key to save and exit.

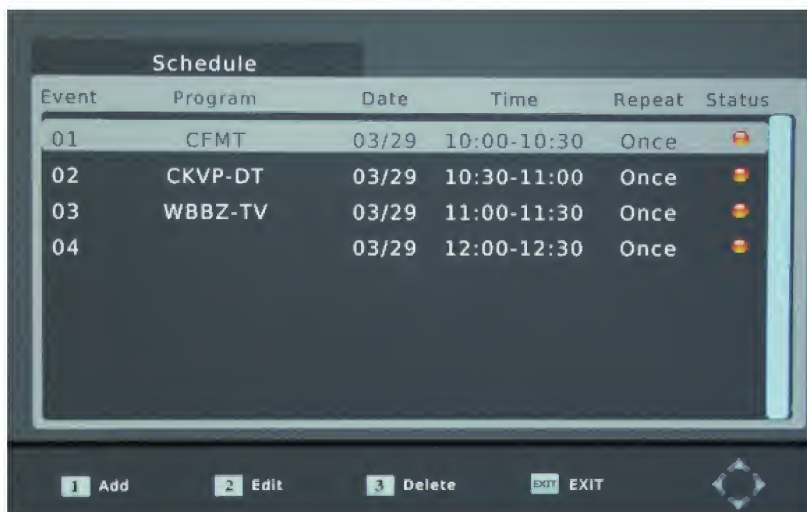


## RECORDING SETTINGS:

To record you will need to press "SCHEDULE" on the remote to program the channels you want to record and schedule the time. Menu will appear.



You can add list of program or channels that you want to record. But you cannot schedule recording the same time.





### 3) TIMESHIFT

The TIMESHIFT function allows you to pause the TV program being viewed. Once paused the tv program is being stored on your connected USB Hard Drive or Flash Drive.

When watching a program, press the "PLAY" key on the remote control to activate the function. You can now use the F.R. (Rewind function) to go back to the point you began the TIMESHIFT function or F.F. (Fast Forward) to catch up to live viewing. If you wish to stop the TIMESHIFT function, press the "STOP" key.



To save the space of the USB hard drive, the recorded program is not stored under time shift mode.

If you press the "INFO" key, you can access the TIMESHIFT information screen.

#### **WARNING:**

For the compatibility of HDD and USB devices with TIMESHIFT and PVR function, please refer to the table below:

	TIMESHIFT	PVR RECORD	FORMAT
<b>USB device</b>	Works	Works	Fat32
<b>3.5inch HDD</b>	Works	Works	NTFS
<b>2.5inch HDD</b>	Works	Works	NTFS / FAT 32
<b>1.8inch HDD</b>	doesn't work	Works	NTFS / FAT 32

Please make sure that you are NOT using an USB device or a 1.8inch HD for TIMESHIFT function.

MENV=>USB=>Multimedia=>PVR

## 4) Multimedia player

MENU=>Multimedia You can now select to view Photos, play MP3 music files and view Movie files via the multimedia player. Known supported files are outlined below.

NTFS, FAT32 and FAT16 file systems are supported.

Player	Supported file
Photo	JPEG, BMP, PNG
Music	*.wma, *.mp3, *.aac
Movie	*.avi, *.mpg, *.dat, *.vob, *.mkv, *.mjpeg



## 5) Format portable hard disk

A Format hard disk function has also been provided. Formatting a hard disk will permanently delete all the data on the hard disk. It is strongly recommended to backup all the data before formatting your hard disk drive.



# TROUBLESHOOTING

Fault	Possible Cause	Solution
Power on, but nothing displayed on screen	Unit not turned on at mains switch	Ensure power plug is plugged into wall socket and switch is on.
TV picture drops out and the unit displays "No signal"	Antenna is not properly connected or you are in a bad reception area	Talk to your local TV antenna technician about reception problems in your area and whether a new antenna would benefit you
Receiving digital TV but missing some channels	Antenna is not properly connected or you are in a bad reception area	Talk to your local TV antenna technician about reception problems in your area and whether a new antenna would benefit you
Remote is not working	Batteries are flat or there is interference	Try replacing the batteries in the remote and ensure that there is no direct sunlight on the remote or unit

# Basic Warranty Statement

This product is warranted to the original purchaser ONLY, to be free from defects in materials and workmanship under normal use, for ninety **(90) DAYS** (parts and labor) and **one (1) YEAR** (parts only) from the date of original purchase. We agree under the warranty period to replace product if it is determined to be defective at "No Charge". This limited warranty does not cover any loss or damages that occur as result of:

- Cosmetic damage.
- Shipping or improper installation or maintenance.
- Misuse.
- Neglect.
- Any cause other than ordinary commercial or industrial application.
- Adjustment by non-authorized source or any of the products firmware or hardware that you or any third party have modified or altered
- Improper environment
- Excessive or inadequate heating or air conditioning or electrical power failures, surges, connection to improper voltage supply or settings or other irregularities.
- Accidents, acts of God.

In the United States and Canada contact Customer Service at (909) 627 - 9888.

**\* Please note that in order to have your merchandise repaired and replaced by warranty, you must contact our customer service representatives by phone or email, and get RMA number**

To obtain factory service, the original purchaser MUST present the following:

1. A sales receipt/proof of purchase indicating date of purchase
2. Your Name, Place of Purchase, Address, Unit Model, and Description of Problem.
3. Send the unit pre-paid to the address below in the original packaging or reasonable substitute to prevent damage. **No return will be shipped back to a PO BOX.**
4. All of the accessories that came with the product package must be sent along with the main unit.
5. Please include your check or money order only to Wiltronic Corporation in the amount of \$20.00 to cover handling and return shipping charges. We will not be responsible for delays or unprocessed claims resulting from purchaser's failure to provide any or all of the necessary information.



***Please review your user  
guide carefully before  
using this product.***

*If you need further assistance **DO NOT**  
return it to the store where you bought*

*It from, please contact us at:*

**(909) 627 - 9888**

*Additional troubleshooting information*

*can also be found on the web at:*

***[www.iviewus.com](http://www.iviewus.com) and click on "Support"***

***or email us at [support@iviewus.com](mailto:support@iviewus.com)***